Help and Customer Support
Advance Customer Support (OAAIS Customer Support):
514-4100, Option 2 (8-5 Monday-Friday), or customersupport@ucsf.edu
Advance URL: https://myaccess.ucsf.edu/

Getting Started
If you have questions about the information displayed within Advance, you can click on the symbol in order to display help about that section.

Logging into Advance
Log in to Advance using MyAccess: Advance will be listed under your “My Applications” column; clicking on the application name will open a new browser and take you directly into the Advance system. If you don’t see Advance listed please contact Customer Support (see above).

Welcome Page
The welcome page will display when you first log in and when there are updates or announcements about Advance.

Faculty Record View
Overview Tab
“My academic appointments”
Information about Academic Appointments; if there are Joint Appointments they will also be listed here. This section displays your:
- Paid academic appointment
  - Title
  - Step
  - Percent appointment (taken from current payroll information)
  - Academic Department
  - NOTE: if you are paid in a non-academic capacity, this area may be empty
- Joint appointments
  - Title
  - Academic Department

“My next eligible action”
The next eligible on-time action and effective date for that action is based on current payroll data and will not reflect payroll actions currently in process. This section displays information based on your current academic series, rank, and step, and your last recorded action:
- Next eligible, on-time action
- Effective date for that action

Salary Tab
“My covered compensation”
Information about covered compensation rates (X); this value is used to calculate benefits. For faculty series covered by the Health Sciences Compensation Plan, this salary amount represents only a portion of actual salary.

“My distribution”
Advance displays salary distributions that appear within your Academic payroll record. If you have both non-Academic and Academic appointments, you may not see all of your distributions in this section. Please contact your Academic Personnel Analyst regarding questions about your total distributions.

Packet Tracking Tab
“Where is my Packet?”
Information about the current status of a submitted action once a packet arrives in the Vice Provost’s Office.
If you have a packet in process that’s made it to the Vice Provost’s office, you will see information displayed in this section:
- The type of action your packet is requesting
- The effective date for the proposed action
- Where your packet is in the process
- NOTE: if your packet has not yet reached the Vice Provost’s office, the Advance system will not “know” that you have a packet in process or where the packet is – in this case, call your Academic Personnel Contact for information about your packet

“My packet history”
If you have prior appointment or advancement actions that have been recorded in the Vice Provost’s database, they will be displayed here. Many campus actions do not result in a record in the VPAA database so you may not see all action records in the My Packet history section.

Academic Personnel Contact (Page Footer)
- The footer section of your record lists the Academic Personnel Contact for your Primary Paid Academic Appointment. If you have questions about the academic data displayed, please contact information this person first.